

Medway Council
**Meeting of Health and Adult Social Care Overview and
Scrutiny Committee**

Tuesday, 15 March 2011

5.05pm to 7.40pm

Record of the meeting

Subject to approval as an accurate record at the next meeting of this committee

Present: Councillors: Avey (Vice-Chairman), Bhutia, Carr (Chairman), Griffin, Gulvin, Hewett, Kemp, Maisey, Shaw and Stamp

LINK representative without voting rights:

Shirley Griffiths

Co-opted members without voting rights

Christine Baker (Medway Pensioners Forum)

In Attendance: Pippa Barber, Director of Clinical Performance & Executive Nurse, NHS Medway
Richard Barker, Commissioning Manager, Aiming High for Disabled Children
Val Barrand-Davies, Family carer
Sallyann Baxter, Safeguarding Adults Co-ordinator, Medway Council
Tony Benton, Consultant
Elizabeth Benjamin, Senior Lawyer - Litigation
Helen Buckingham, Acting Chief Executive, NHS Medway
Keith Clear, Medway Parents and Carers Forum
Rose Collinson, Director of Children and Adults
Nic Crosby, Consultant
Paula Gill, Shoutout
Helen Gulvin, Assistant Director, Children's Care
Rosie Gunstone, Overview and Scrutiny Co-ordinator
David Hinks, Medway Learning Disability Partnership
Lois Howell, Director of Governance & Risk, Medway NHS Foundation Trust
Preeya Madhoo, Adults Performance Manager, Adults Performance Manager
Clare Murray, Medway LINK, Children and Young People representative
Robin Maxted, Direct Payments Co-ordinator
Simone Miles, Medway Youth Trust
Kate Taylor, Medway NHS Foundation Trust

Liz Nicholas, Service Manager
Bethan Peal, Medway Learning Disability Partnership Board Co-ordinator
David Quirke-Thornton, Assistant Director, Adult Social Care
Cathy Ross, Head of Safeguarding, Medway Community Healthcare
Anton Smith, Shoutout
Mandy Wickison, Shared Lives

856 Record of meeting

The record of the meeting held on 25 January 2011 was agreed and signed by the Chairman as correct.

857 Apologies for absence

Apologies for absence were received from Councillors Jones, Murray and Sheila Kearney.

858 Urgent matters by reason of special circumstances

There were none.

859 Declarations of interest

Shirley Griffiths, LINK Co-ordinator, declared a personal interest by virtue of being a member of Medway NHS Foundation Trust, Medway Older People's Forum and a GP Patient Forum Member.

860 Transition from Children's to Adult Services for children with a disability

Discussion:

The Chairman welcomed partners, officers, service users and their families and the guest speaker Nic Crosby to the meeting.

The Director of Children and Adults gave a brief introduction stating the importance of making sure that transition was as smooth as possible from childhood to adulthood for children with a disability.

The Commissioning Manager, Aiming High for disabled children, illustrated through a route map the processes set out for transition and explained the inter-agency working which enabled this to happen. He gave an overview of the contents of the Special Educational Needs and Disability Green Paper, which had just been produced. One of the important suggestions in the Green Paper was the need for a single assessment process and the introduction of an Education, Health and Care Plan from early years to adulthood, regularly updated, replacing Statements.

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Other issues identified were the need for a broad range of education and learning opportunities post 16, employment opportunities and support and a co-ordinated transition to adult health services.

He explained that the Medway Transition Strategy, which was currently being developed, should encourage:

- Strategic joint partnership working
- Joint assessment processes
- Personalised approaches - 'Getting a Life'
- Post 16 opportunities
- Involvement of Medway Parent and Carers Forum.

Nic Crosby from In Control, a national charity which supports independent living, then gave examples of where personal budgets had transformed the lives of young people in different areas of the country. He referred to the case of a young disabled person in Newcastle who, through a more innovative way of using his budget, had involved other young people of a similar age to socialise with him regularly in place of an older Personal Assistant having to take him out. By a more focussed use of her budget his mother was able to go back to work and use that budget at times when her son had a seizure to put in support from people who her son trusted. As such the budget enabled him to attend events of his choice and to live more independently.

He referred to another project in Sheffield, which had enabled young disabled people to attend their local college rather than having to move away to a residential college. One young person there had been assisted to turn his interest in gardening into a new skill by employing an expert to train him.

Anton Smith, from Shoutout, a self advocacy group for adults with learning disabilities in Medway then introduced a DVD produced by the group expressing views on the Transition Strategy being developed in Medway.

The DVD set out the frustrations of the group at the difficulties they experienced in getting employment and acceptance and identified clearly the things that were important to them. They emphasised the importance of being involved directly in the Transition Strategy.

David Hinks, co-chairman of the Medway Learning Disability Partnership Board requested a place on the Transition Strategy Steering Group for a young person with learning disabilities and stressed the importance of people with learning disabilities being able to 'get a life' and enjoy independent living.

Officers and the representative from Medway Youth Trust then responded to Members' questions and the following issues were raised:

- The need for young people to be fully involved in their review as part of their transition
- The importance of providing assistance to those who have already gone through transition

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- It was confirmed that the Transition Strategy also covered the needs of young people with a physical disability
- The differing eligibility criteria across the country with regards to adult social care caused difficulties for young people moving from one local authority area to another
- Members expressed their thanks for the presentations made and for the DVD produced by Shoutout
- It was considered that the Council, along with other large employers in Medway should be encouraged to lead the way in offering employment for young people with disabilities
- The importance of young people only needing to tell their story once was stressed
- Housing for young people with disabilities was raised and early registration (2 or 3 years before needed) to the housing waiting list for young people with disabilities would be helpful
- It was explained that 'direct payments' is when cash is given direct to people and 'personal budgets' is when the local authority manages the budget on the client's behalf
- The importance of transparency in recording of uptake of personal budgets was emphasised. The Assistant Director, Adult Social Care explained that in Medway only those who had completed the full process for a personal budget were included in the figures
- It was stated that Medway had been selected as a pilot area for personal health budgets
- Keith Clear, co-chair of Medway Parents and Carers Forum, confirmed the involvement of the Forum in the work of the Transition Strategy Steering Board and referred Members to a project in Tonbridge, which encouraged independent living. He also stressed the importance of young disabled people gaining meaningful and suitable employment

Thanks were given to all who contributed to the debate.

Decision:

- (a) The Committee recommended that officers take into account the comments outlined above to inform the Medway Transition Strategy through the Transition Strategy Steering Group and Aiming High for Disabled Children's Strategy Partnership Group;
- (b) The Director of Children and Adults proposed that a briefing is arranged for Members on the Green Paper 'Support and aspiration: A new approach to special educational needs and disability' which was supported by the Committee.

861 Safeguarding vulnerable adults

Discussion:

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Tony Benton, independent consultant, gave a presentation on his findings in respect of safeguarding of vulnerable adults in Medway. He explained that he had been invited to undertake the review by the Committee and also by the Assistant Director, Adult Social Care to drive forward improvements in the service and improve outcomes for service users. A secondary purpose was to assist with preparation for a future inspection by the Care Quality Commission.

He then outlined the key findings of the review, the areas of strengths and achievements and the areas in need of further development. He praised the work undertaken to improve publicity about adult safeguarding which had generated an increase of 17% in referrals. He also pointed out that as the lead for adult safeguarding in Medway, Medway Council took its role very seriously and he was particularly impressed by the positive attitude of the staff that worked across all agencies on the safeguarding of vulnerable adults.

The main areas for development and challenges were identified as follows and it was stated that the Council needed to:

- Develop awareness raising strategies that target specific professional groups (such as GPs), businesses and communities of interest
- Develop an approach to auditing work under the Mental Capacity Act that focused on quality and outcomes
- Ensure that adult social care made a more distinct and visible contribution to the community safety agenda
- Ensure, through review, that staff in the Customer First Team received safeguarding training that is geared to their specific role and responsibilities
- Implement the following recommendations made as a result of the case file audit which were:
 1. Develop a case file audit regime for safeguarding case work in Medway adult services and Kent and Medway NHS and Social Care Partnership Trust (KMPT)
 2. Develop an improved plan that addresses the areas for development identified through the audit
 3. Develop a high level flowchart that maps the key stages of the safeguarding process and associated time targets
 4. Develop an approach that collects qualitative feedback from people who have been through the formal safeguarding process
 5. Organise an audit workshop specifically geared to the needs of KMPT staff
- Ensure that staff working in the Customer First Team are confident that they can maintain the privacy of customers, some of whom will be calling when under stress and may have hearing impairments. Feedback from customers should inform such a review.

Members thanked Tony for his helpful presentation and for the review he had undertaken and requested the Director of Children and Adults to pass on their congratulations to staff involved in the safeguarding of vulnerable adults.

Officers responded to Members questions and it was suggested that the Member task group should review progress within a year. The Acting Chief Executive of NHS Medway undertook to clarify the advice given to GPs about their duties to protect vulnerable adults over and above the requirement to maintain patient confidentiality under the Data Protection Act. As GP's took on responsibility for commissioning she felt they would need to be even more aware of their responsibilities for safeguarding vulnerable adults.

Responding to a query regarding training for Customer First staff it was accepted that consideration needed to be given to varying levels of training to include staff who answered calls on the main Council numbers to ensure that staff were clear which calls to refer on and which to answer. The Director of Children and Adults also undertook, as a result of a Member suggestion, to make arrangements to be used in the event of IT failure.

Clare Murray, LINK Co-ordinator for Children and Young People's Overview and Scrutiny Committee referred to a recent Ombudsman report relating to feeding of dementia patients in hospital and queried the process for dealing with this in Medway. The Acting Chief Executive explained that a dementia liaison team had been appointed to work within the hospital on such issues although she was aware there were vacancies at the moment and she was actively encouraging KMPT to recruit to these posts.

During debate the LINK Co-ordinator informed the Committee that with effect from April 2011 there would be LINK representatives who would undertake 'enter and view' responsibilities for adult social care and they would therefore be shortly visiting Medway care homes.

Decision:

- (a) The Committee suggested to officers that they proceed with implementing the recommendations contained in appendix 1 to the report, along with the comments outlined above;
- (b) The Director of Children and Adults was requested to pass on the Committee's thanks to staff involved in the safeguarding of vulnerable adults in Medway;
- (c) The Acting Chief Executive of NHS Medway undertook to provide a briefing note to the Committee on advice given to GPs around the safeguarding of vulnerable adults in the light of the Data Protection Act;
- (d) It was agreed that the task group on safeguarding vulnerable adults should reconvene to assess progress with safeguarding vulnerable adults in a year's time (this is revised in minute 863).

862 Council Plan monitoring third quarter

Discussion:

The Director of Children and Adults gave a brief introduction to the third quarter Council Plan monitoring report and explained that the Council was working hard to remedy the areas identified as being not on target. Responding to a query she stated that Carers First had been given trusted assessor status to deal with the carer's assessments and it was accepted that this was not yet satisfactory.

Members queried the fact that the data in the report was three months out of date and it was suggested that Members should be made aware earlier when things were not going well. The Director of Children and Adults and the Assistant Director, Adult Social Care reassured Members that action was being taken in respect of the targets which were under performing and that historically this type of performance data would always show direction of travel. The new performance management data should be more helpful in this regard and would also relate to numbers of people involved rather than merely percentages, which were less helpful.

Decision:

The report was noted.

863 Work programme

Discussion:

The Overview and Scrutiny Co-ordinator advised Members that at a Member briefing on 8 March the Acting Chief Executive of NHS Medway had undertaken to provide an update on phlebotomy at the next meeting. There would also be a consultation report on the proposed merger of Medway Maritime Hospital with Darent Valley Hospital.

A report on progress with setting up the GP consortia and transition arrangements was requested for the next meeting.

Responding to a question, the Overview and Scrutiny Co-ordinator explained that should the safeguarding vulnerable adults task group be reconvened in a year's time this would count as one of the maximum of three task groups set up by Overview and Scrutiny Committees agreed at a recent meeting of the Council. On this basis Members decided to agree to a progress report in a year's time rather than reconvening the task group.

Decision:

The Committee noted:

- (a) that the carer's support task group would report back in the autumn 2011;
- (b) that for the 23 June meeting there would be
 - an update report on phlebotomy to the next meeting;

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- a report on the proposed merger between Medway Maritime Hospital and Darent Valley Hospital;
- (c) an update on the setting up of the GP consortia and transition arrangements would be provided in a briefing note from the Acting Chief Executive, NHS Medway;
- (d) a report on the progress made with the safeguarding of vulnerable adults recommendations would be brought to a meeting of this Committee in a year's time.

Chairman

Date:

Rosie Gunstone, Overview and Scrutiny Co-ordinator

Telephone: 01634 332715

Email: democratic.services@medway.gov.uk